SYSTEM AND METHOD FOR ANALYZING AUTOMATIC SPEECH RECOGNITION PERFORMANCE DATA

ABSTRACT OF THE DISCLOSURE

In a disclosed method for interpreting automatic speech recognition (ASR) performance data, a data processing system may receive user input that selects a log file to be processed. The log file may contain log records produced by an ASR system as a result of verbal interaction between an individual and the ASR system. In response to receiving the user input, the data processing system may automatically interpret data in the log records and generate interpretation results. The interpretation results may include a duration for a system prompt communicated to the individual by the ASR system, a user response to the system prompt, and a duration for the user response. The user response may include a textual representation of a verbal response from the individual, obtained through ASR. The interpretation results may also include an overall duration for the telephone call.